

I&R

Specialist

Evaluation tools used for
measuring level of
competency

Pre-Training Self-Assessment

TraineeName _____

Date _____

Please indicate [X] your level of skill or knowledge in each of the following areas, by checking the appropriate column, where **1** is *no skill or knowledge* and **5** is *very skilled or knowledgeable*.

Competency	1	2	3	4	5
Service Delivery					
Skills to ensure effective active listening and self-awareness of listening style.					
Techniques for responding to challenging callers.					
Knowledge of requirements for practices of (and exceptions to) privacy and confidentiality of I&R services to clients.					
Understanding the role of effective communication in the I&R process and the boundaries of the Call Specialist.					
The ability to manage caller expectations.					
Knowledge of barriers callers may have to accessing human services.					
Resource Database					
Able to effectively search resource database.					
Knowledge of social, human and government service programs that are available to callers through A Call for Help.					
Reports and Measure					
Understanding of why demographic information is captured for each I&R contact and why it is vital.					
Cooperative Relationships					
Knowledge of A Call for Help's role in cooperative relationships in West Central Texas.					
Disaster Preparedness					
Knowledge of A Call for Help's role during times of disaster.					
Organizational Effectiveness					
Knowledge of the specifics of the Alliance of Information & Referral Systems (AIRS) Standards for Professional Information & Referral.					

Selecting the Correct Call Type Test

Trainee Name _____

Date _____

Read the Scenario and determine the appropriate Call Type.

Call Type	Scenario
	1. Caller seeking assistance with electric bill.
	2. Caller has tried several times to get through to an Agency unsuccessfully and you connect them.
	3. Your caller needs to make a change to their Food Stamp application.
	4. Caller asks for the phone number for Christian Ministries.
	5. You answer the phone and there is no one on the line.
	6. Someone calls from an Agency for the Database Manager or a Case Manager
	7. Caller wants to register for help in a disaster.
	8. Caller asks for the phone number to Domino's Pizza.
	9. Caller seeking employment.
	10. Caller begins explaining that she needs help with food and the call drops.
	11. You've given the client several agencies to contact. The caller does not want the information and hangs up.
	12. Caller needs help with utilities and also needs to speak with someone about their Medicaid.
	13. Caller heard on the news that 2-1-1 will pay for rent.
	14. Caller has told you they intend to harm themselves.
	15. Caller says hello and then you do not hear anything else.
	16. You've navigated the caller through the Your Texas Benefits extension.
	17. Caller seeking assistance with food from Rolling Plains Management.
	18. BNN User calls because they can't log-in to the portal.
	19. Caller looking for a local telephone company.
	20. Caller feels lost and doesn't know what to do and wants to talk to someone.

Choosing the Proper Taxonomy Code to Capture the Presenting Need

TraineeName _____

Date _____

Situation <i>A caller needs...</i>	Taxonomy Name	Taxonomy Code
help with their marriage		
to go to work but her daughter is sick		
to know which days they can water their lawn		
to go to a funeral in Missouri		
a job because they just got out of prison		
to send their 13 year-old somewhere because of their behavior		
help for high school student struggling with math classwork		
a place to eat tonight		
to complain about the County Sheriff		
to talk to someone about putting her mother in a nursing home		
a better place to live/living environment (caller is a veteran)		
to contact their State Representative		

Name that Presenting Need Test

TraineeName _____

Date _____



Fill in the blank with the correct category based on the Presenting Need given. Some may have more than one answer.

- | | | |
|---|-------|---|
| <input type="checkbox"/> Home Delivered Meals | _____ | Medical Appointments Transportation |
| <input type="checkbox"/> Gas Money | _____ | Drug Dependency Support Groups |
| <input type="checkbox"/> Local Bus Transit Services | _____ | Ramp Construction Services |
| <input type="checkbox"/> Contraception | _____ | Career Counseling |
| <input type="checkbox"/> Soup Kitchen | _____ | Prescription Expense Assistance |
| <input type="checkbox"/> General Dentistry | _____ | Water Service Payment Assistance |
| <input type="checkbox"/> Bus Fare | _____ | Speech Therapy |
| <input type="checkbox"/> Weatherization Programs | _____ | Domestic Violence Shelters |
| <input type="checkbox"/> Congregate Meals/
Nutrition Sites | _____ | Prevocational Training |
| <input type="checkbox"/> Day Labor | _____ | General Paratransit/
Community Ride Programs |

ABCs Puzzle Test: Searching for West Central Programs (Services)

TraineeName _____

Date _____

Purpose: To find a resource for the Presenting Need. Search the database to solve this puzzle by identifying appropriate resource. Goal: Practice locating local resources in the I&R Software in order to gain familiarity using the database.

PRESENTING NEED:	Agency Name	Program Name
Alzheimer's Disease		
Burial assistance		
Child care		
Dental cleaning or extractions		
Elderly		
Financial assistance (not utility assistance)		
Guardianship		
Hearing Impaired		
Immigration issues		

ABCs Puzzle Test: Searching for West Central Programs (Services)

PRESENTING NEED:	Agency Name	Program Name
Juvenile placement services		
Kidney/Dialysis		
Legal assistance		
Medical need (prescription and indigent care)		
Nursing home		
Obesity treatment or eating disorders		
Pregnancy care		
Quadriplegic assistance		
Respite care		
Shelters (emergency and domestic violence)		

ABCs Puzzle Test: Searching for West Central Programs (Services)

PRESENTING NEED:	Agency Name	Program Name
Transportation		
Utility payment assistance		
Vision care		
Window caulking		
Xmas assistance		
Youth recreation		
Zestsoaporpersonalcare items		

TraineeName _____

Date _____

“I’m Getting Calls from All Over Texas” Test

1. Caller from Amarillo seeking help with electric bill. Which Agency might be able to assist?
 - a. South Central Alliance of Churches
 - b. Panhandle Community Services
 - c. Love and Care Ministries
 - d. Atmos Energy Housing Grant

2. Caller from Fort Worth seeking assistance with food after losing job.
 - a. Community Table Pantry
 - b. A More Excellent Way Food Pantry
 - c. Bangs Food Pantry
 - d. Clothing/Food Pantry

3. Which Nueces County Agency offers transitional housing for men?
 - a. Ark Assessment Center and Emergency Shelter
 - b. Catholic Charities of Corpus Christi
 - c. Corpus Christi Hope House
 - d. Connections

4. Which of the following is specifically targeted toward homeless individuals with prescriptions for Nueces County?
 - a. Gabbard Memorial Health Program
 - b. Emergency Assistance
 - c. Case Management
 - d. Basic Needs Assistance

5. Caller in 77008 looking for assistance with food. Which Agency would you refer them to?
 - a. Larkin Community Center
 - b. Northside Baptist Church
 - c. Christian Community Service Center, Inc.
 - d. Grace United Methodist Church-Heights

6. Caller in Waco seeking a bus pass.
 - a. Canyon Cares, Inc.
 - b. Claude Church of Christ
 - c. Ministerial Alliance of Whitewright
 - d. St. Paul’s Episcopal Church

7. Caller in El Paso seeking assistance with medication.
 - a. Basic Needs Assistance
 - b. Health/Medical Care
 - c. Project Vida
 - d. County Indigent Health Care Program

8. Which service emphasizes employment and education for young women in Dallas?
 - a. Job Search and Employment Success Workshops
 - b. Transitional Living Center
 - c. Family Gateway Center
 - d. Workforce Solutions

9. Caller from El Paso needing help getting with local bus transit services.
 - a. Travelers Assistance Program
 - b. CityLink
 - c. Falls Ride
 - d. Texarkana Urban Transit District

10. Which of the following does not assist Nueces county residents with electric bills?
 - a. Emergency Aid—Catholic Charities of Corpus Christi
 - b. Case Management—Coastal Bend Wellness Foundation
 - c. CPL Energy Assistance—Community Action Corporation of South Texas
 - d. Energy Crisis Program—Nueces County Community Action Agency

11. Which Agency can help a caller in 76053 with rent when funding is available?
 - a. Community Action Partners
 - b. Christian Connection
 - c. Broadway Baptist Center
 - d. St John's Outreach

12. Caller in San Antonio looking for rent payment assistance and has a disconnect notice.
 - a. Helping Hands
 - b. SAMM Prevention Services
 - c. Noah's Ark Outreach Ministries
 - d. Housing Search Assistance

Stump the Staff Scenario

TraineeName_____

Date_____

Scenario

Mally called seeking assistance with a food pantry open in Abilene today. As you speak with her, you discover Mally's husband has recently left her alone with 3 small children after moving them to Abilene. She explains it has been a struggle to be a 26-year old single mom. Mally does not know how she will keep her job as well as raise her children. While she knows she has a strong support system of friends/family back home in Minnesota, she's not familiar with Abilene nor does she feel comfortable talking with anyone at the church she has just started attending (but clearly she needs someone to talk with).

Multiple Choice Questions

1. Based on what you know so far,
 - a. You should recommend she call Child Protective Services because she cannot seem to take care of her children by herself.
 - b. Ask her if she would like some counseling referrals in addition to food pantries.
 - c. Explain that she should scale back her hours at work so that she can spend more time with her children since there is no longer a father figure in her house.

2. What required reporting question might lead to additional resources for Mally?
 - a. Military Status
 - b. Zip Code
 - c. First Time Caller

3. Which of the following is the *best* reason for following up with Mally?
 - a. To meet our 10% follow-ups completed requirement
 - b. To make sure one of the food pantries was actually open that day
 - c. To check back in with Mally to see if she received help or if she might need additional referrals

Essay Question

4. Describe additional areas you might assess:

Referrals

5. List referrals made:

Stump the Staff Scenario

TraineeName _____

Date _____

Scenario

Rita, a 58 year old Abilene woman, calls to request services for her 67 year old single, disabled brother. He was able to care for himself up until a couple years ago, but now he needs regular assistance (especially when he needs to attend medical appointments). After explaining that their parents have been deceased for years, their only other sibling recently died which means he has no other family. She feels guilty that she isn't able to help him, she is crying and frustrated. Rita is tired and is raising her own family so she cannot be his only source of care/assistance. Her brother refuses to move into an assisted living facility. So, what's left out there to help her?

Multiple Choice Questions

1. Rita is crying, so you should immediately conference in Betty Hardwick Center.
 - a. True
 - b. False
 - c. Consult with another staff member
2. Select the best phrase to display empathy to Rita.
 - a. "It sounds like you've done all you can to help, now it's someone else's turn."
 - b. "It sounds like you are juggling several roles and you need some support."
 - c. "Wow, that is a lot to deal with; I'd hate to be in your shoes."
3. You notice that this caller's story is very similar to your own and hits a pressure point for you. What is your next course of action?
 - a. Listen to her, give her the referrals, and move onto the next call.
 - b. Contact your supervisory immediately to let them take over the call.
 - c. Help the caller to the best of your ability and log out after the call to regroup.

Essay Question

1. Describe additional areas you might assess:

Referrals

2. List referrals made:

Presenting Need / Referral Scenarios

Trainee Name _____

Date _____

1. Read the scenario. 2. Identify the service to refer the caller to and note in the Referral. 3. Circle the box that most accurately reflects how you would capture the Presenting Need(s) in Community OS (some may have a Target Term combination).

A woman in Winters calls about her 2 year old daughter, worried that her daughter is not as advanced as other children her age.			
Referral:	ECI		
<ul style="list-style-type: none"> Developmental Issues Toddler 	<ul style="list-style-type: none"> Early Intervention for Children with Disabilities/ Delays Parents of Infant/Toddler 	<ul style="list-style-type: none"> Developmental Issues Parents of Infant/Toddler 	<ul style="list-style-type: none"> Early Intervention for Children with Disabilities/ Delays Toddler
A woman in her late 30s needs to leave an abusive relationship and does not know where to turn.			
Referral:	Noah Project		
<ul style="list-style-type: none"> Runaway/Youth Shelter 	<ul style="list-style-type: none"> Domestic Violence Shelter 	<ul style="list-style-type: none"> Homeless Shelter 	<ul style="list-style-type: none"> Transitional Housing/Shelter
An veteran who served in Afghanistan is seeking assistance with his disconnect notice for his TXU electric bill.			
Referral:	A Call for Help		
<ul style="list-style-type: none"> Utility Service Payment Assistance Air Force Personnel 	<ul style="list-style-type: none"> Electric Service Payment Assistance Air Force Personnel 	<ul style="list-style-type: none"> Electric Service Payment Assistance Veterans 	<ul style="list-style-type: none"> Electric Service Payment Assistance Operation Enduring Freedom
An elderly woman is looking for someone to help to minor housework.			
Referral:	West Central Texas Council of Governments - AAA		
<ul style="list-style-type: none"> Home Maintenance and Minor Repair Services Frail Ederly 	<ul style="list-style-type: none"> House Painters Older Adult 	<ul style="list-style-type: none"> Housing Painting Older Adult 	<ul style="list-style-type: none"> Specialized Information & Referral Older Adult
A disabled woman on a fixed income needs assistance with food.			
Referral:	(food pantry list)		
<ul style="list-style-type: none"> Food Pantry Older Adult 	<ul style="list-style-type: none"> Food Pantry Physical Disabilities 	<ul style="list-style-type: none"> Food Pantry Homebound 	<ul style="list-style-type: none"> Food Pantry People with Disabilities

Presenting Need / Referral Scenarios

A recently divorced woman is seeking money to pay for medical expenses incurred after an altercation with her spouse.			
Referral:	Regional Crime		
<ul style="list-style-type: none"> • Crime Victim Support 	<ul style="list-style-type: none"> • Medical Care Expense Assistance 	<ul style="list-style-type: none"> • Crime Victim 	<ul style="list-style-type: none"> • Crime Victim Compensation

A male caller states that he wants to end his life.			
Referral:	Betty Hardwick Center		
<ul style="list-style-type: none"> • Mental Health Hotlines • Mental Illness/Emotional Disabilities 	<ul style="list-style-type: none"> • Mental Health Hotlines • People with Disabilities 	<ul style="list-style-type: none"> • Mental Illness/Emotional Disabilities 	<ul style="list-style-type: none"> • Specialized Information & Referral • Mental Illness/Emotional Disabilities

A teenager calls because one of her parents has recently been sent to prison and she doesn't know what to do.			
Referral:	Da'Cipher 360		
<ul style="list-style-type: none"> • Adult/Child Mentoring Programs 	<ul style="list-style-type: none"> • Individual counseling 	<ul style="list-style-type: none"> • Offender/Ex-Offender Support Groups • Ex-Offender 	<ul style="list-style-type: none"> • Family counseling • Teen

Caller wants to know who to call about having to swerve to miss a big hole in the road.			
Referral:	Abilene 411		
<ul style="list-style-type: none"> • County Government Information Lines 	<ul style="list-style-type: none"> • 311 Services 	<ul style="list-style-type: none"> • City Government Information Lines 	<ul style="list-style-type: none"> • Government Information Lines

A young boy was bit by a dog they have not seen in the neighborhood before, and he's never had any shots.			
Referral:	Rabies Services		
<ul style="list-style-type: none"> • Childhood Immunizations 	<ul style="list-style-type: none"> • Rabies Control 	<ul style="list-style-type: none"> • Pre/Post Exposure Rabies Immunizations 	<ul style="list-style-type: none"> • Rabies

Working at A Call for Help Test

TraineeName _____

Date _____

- 1. The primary work of an I&R Specialist is to**
 - A. Fill-out paperwork for people in need
 - B. Interview callers to assist them in identifying needs and determine to best referral
 - C. Tell callers what to do

- 2. The I&R Software that is used by A Call for Help for incoming 2-1-1 calls is called**
 - A. Weaver
 - B. Alliance
 - C. iCarol

- 3. After training you will have the skills to**
 - A. Deal with emotional and sometimes difficult callers
 - B. Know what to do when a caller becomes abusive
 - C. Complete data entry for incoming calls
 - D. All of the above

- 4. Training on documentation will teach you**
 - A. What information is too much information
 - B. What documentation is required for all callers
 - C. Where to put the information in the client record
 - D. All of the above

- 5. A Call for Help uses what type of phones**
 - A. International Performance
 - B. Isolation Platform
 - C. Internet Protocol

Working at A Call for Help Test

6. **A Call for Help is a public/private collaboration of**
 - A. UnitedWayofAbilene, CityofAbilene, TexasHealthandHumanServicesCommission
 - B. UnitedWayofAmerican, CityofAbilene, TexasHealth&HumanServicesCommission
 - C. United Way of Abilene, West Central Texas Workforce Solutions Development Board, City of Abilene, Texas Health and Human Services Commission

7. **The minimum requirement for handling 2-1-1 calls is**
 - A. 75% of all calls are answered
 - B. 80% of all calls are answered in 4 hours
 - C. All calls are answered with the 80% answered in the first minute

8. **When someone calls 2-1-1 Texas A Call for Help**
 - A. The caller may remain anonymous and still receive referrals
 - B. The caller's information becomes public record
 - C. The caller's situation is reported in detail to anyone who will listen

9. **The instrument A Call for Help uses when a person is in crisis is called**
 - A. Guidance Tool
 - B. Crisis CallsTool
 - C. Lethality AssessmentTool
 - D. Risk AssessmentTool

10. **This governing body guides A Call for Help**
 - A. Board ofDirectors
 - B. Community Impact
 - C. Advisory Council
 - D. Basic NeedsNetwork

Resource Specialist

Evaluation tools used for
measuring level of
competency

TraineeName _____

Date _____

Poorly Written Letter Exercise

The intent of this letter is to let a Service Provider know that they do not meet the Inclusion criteria to be in the 2-1-1 Texas A Call for Help resource database. Correct and/or rewrite the following letter.

07-10-2009

John,

Thank you for sending your agency information to us. I enjoyed reading about the services your agency gives to the public. I am writing to let you know that your agency is not eligible to be in our database. If you look at the criteria for being in the database you will see why I cannot add your services. If you are unhappy with this decision you can send another request to be added.

Thanks for taking the time to fill out the forms, sorry it didn't work

out. Sincerely,

Amy Jones
Database
Director

TraineeName _____

Date _____

Inclusion/Exclusion Database Exercise

Research the following organizations to see if they meet the 2-1-1 Texas A Call for Help Inclusion/Exclusion criteria and provide supporting documentation for your decision.

- Pastoral Care and Counseling
- Keith Counseling
- Ballinger Public Housing Authority
- Good Samaritan Ministries
- Care Connect USA
- Kenley School
- Hendrick Health System
- Ballinger Home Health

Agency Authorization Form



I hereby authorize 2-1-1 Texas A Call for Help Community Resource Center to utilize my organization's information for information and referral purposes as well as inclusion in its database and all printed and electronic materials that it publishes.

AGENCY LEGAL NAME Least of These Ministries

ALIAS OR FORMER LEGAL NAME _____

(any acronyms/nicknames someone might refer to you by)

Agency Director Name John Smith

Title Executive Director

Email Address john@lotm.org

Phone 325-545-5445

➔ Signature _____ Date 6/30/2016

Web Address www.lotm.org

We meet all the Federal, State and Local laws, requirements and regulations including fire, health and zoning codes. To the best of my knowledge all of the following information is true and correct.

ORGANIZATIONAL STATUS

Please check the one answer that indicates your agency's organizational status:

Government Non-Profit For-Profit Other (specify) _____

Federal Employer's Identification Number

1	1	-	1	1	1	1	1	1	1
---	---	---	---	---	---	---	---	---	---

or

Texas Comptroller's Taxpayer Number

--	--	--	--	--	--	--	--	--	--	--

Does your organization discriminate in providing service or volunteer opportunities based on race, ethnicity, sexual orientation or religion? No Yes If yes, explain _____

CONTACT INFORMATION (WHO CAN WE CALL IF WE HAVE QUESTIONS OR NEED ADDITIONAL INFORMATION?)

Contact Name Jane Doe Title Program Director

Phone # 325-545-5445 E-mail jane@lotm.org

→ Can this person's contact information be listed on our website as a public contact? Yes No

Physical Street Address 1234 Street RD

City Abilene State TX Zip 79601

ALL SERVICES LISTED MUST BE ACTIVE AND CURRENTLY RUNNING; NOT A VISION FOR THE FUTURE.
Please attach pamphlets or flyers about your organization to aid in a better understanding of services provided.

*All information should be provided at your discretion.
Please do not include any organization or program information that you do not want released to the public.
We reserve the right to format your information.*

Program (Service)/Site Information Form

If you offer multiple services or have multiple sites, please complete additional copies of this form. Date 6 / 30 / 2016

PROGRAM NAME Food Pantry

DESCRIPTION OF PROGRAM (Please provide a brief explanation of the services offered.)

We assist older adults with receiving food.

ELIGIBILITY Who is your target audience that can receive services? (CHECK ALL THAT APPLY & WRITE IN ADDITIONAL INFORMATION)

- No restriction – open to the public Military / Veteran _____ Homeless _____
 Age group 55 + People with disabilities _____ Other _____

Other Criteria (list): _____

AVAILABILITY 1 times every 2 (number) months (days, weeks, months, years) example: 1 time every 30 days

LANGUAGES OFFERED (CHECK ALL THAT APPLY)

- American Sign Language English Spanish Others (List) _____

PROGRAM FEES

- None Based on income/family size (sliding scale) Call for information
 Flat fee of _____ Other _____

APPLICATION PROCESS / INTAKE PROCEDURE (CHECK ALL THAT APPLY)

- Call for application Call for information Walk in to receive services
 Call to schedule an appointment Visit the website

DOCUMENTS REQUIRED (CHECK ALL THAT APPLY)

- None Proof of address Valid identification
 Application Proof of income Call for information
 Birth certificate Social Security card(s) Other _____

WEST CENTRAL COUNTIES COVERED BY THIS PROGRAM (CHECK ALL THAT APPLY)

- Brown Eastland Kent Runnels Stonewall
 Callahan Fisher Knox Scurry Taylor
 Coleman Haskell Mitchell Shackelford Throckmorton
 Comanche Jones Nolan Stephens

Other Counties Served by This Location (List) _____

HOURS OF OPERATION

- Sunday _____ Tuesday 12 - 4 Thursday 12 - 4 Saturday _____
 Monday 12 - 4 Wednesday 12 - 4 Friday 12 - 4

SITE ADDRESS / CONTACT INFORMATION

- Location is confidential. The site is accessible to people with disabilities. Yes No
(if confidential, please provide PO Box or Mailing Address)

Physical Street Address 1234 Street RD

City Abilene State TX Zip 79601

Mailing Address (if different from above) PO Box 72498

City Abilene State TX Zip 79604

Phone 325-545-5445 Email food@lotm.org

Contact Name Jane Doe Title Program Director

→ Can this person's contact information be listed on our website as a public contact? Yes Yes No

Fax 325-545-5446 TDD Number _____ Toll-free/Hotline _____



2-1-1 TEXAS A CALL FOR HELP
PO Box 82 • Abilene, TX 79604
Phone 2-1-1 or (325) 673-8211 • Fax (325) 676-7084



Sample Taxonomy Indexing

Organization name: ALCOHOLICS ANONYMOUS

SERVICE/PROGRAM DESCRIPTION: Self help group for alcoholics. Regular meetings at a variety of times and locations throughout County. Leave message at telephone number or check web site for times and locations.

Taxonomy Indexing:

Organization name: MOTHERS AGAINST DRUNK DRIVING

SERVICE/PROGRAM DESCRIPTION: Local chapter of national organization. Education and advocacy to stop drunk driving and prevent underage drinking.

Taxonomy Indexing:

Organization name: OVEREATERS ANONYMOUS

SERVICE/PROGRAM DESCRIPTION: Self-help group providing support and assistance for people suffering from compulsive overeating or other eating disorders such as anorexia and bulimia.

Taxonomy Indexing:

Organization name: BOY SCOUTS OF AMERICA – OUR COUNTY SERVICE/PROGRAM

DESCRIPTION: Scouting programs for boys of all ages.

Taxonomy Indexing:

Organization name: SALVATION ARMY

SERVICE/PROGRAM DESCRIPTION: Emergency shelter providing safety and support for youth in crisis.

Taxonomy Indexing:

Organization name: HEAD START OF HAMILTON

SERVICE/PROGRAM DESCRIPTION: Comprehensive child development program that provides educational experiences, nutritious meals, counseling and opportunities for parental involvement to prepare low income children and children with disabilities succeed in school.

Taxonomy Indexing:

Organization name: AMERICAN RED CROSS STEEL CITY CHAPTER

SERVICE/PROGRAM DESCRIPTION: Safety information for children to use when they are at home unsupervised such as how to deal with strangers, have telephone resources available and how to react to situations.

Taxonomy Indexing:

Organization name: BIG BROTHERS BIG SISTERS OF BIG COUNTY

SERVICE/PROGRAM DESCRIPTION: One-to-one mentoring program matching adult volunteers with at risk children and youth from single parent homes. Long term mentoring preferred. Professional clinical, tutorial and developmental support.

Taxonomy Indexing:

Organization name: CHILLVILLE CCRR SERVICES

SERVICE/PROGRAM DESCRIPTION: Information about child care options and agencies in Our County. Helps parents find appropriate child care.

Taxonomy Indexing:

Organization name: EHS FOR EVERYONE!

SERVICE/PROGRAM DESCRIPTION: Early Head Start program addressing the integrated social, health, community, educational and nutrition needs of pregnant low income women, together with women and families with children up to 3 years. Many services provided in the home.

Taxonomy Indexing:

Organization name: CHURCHTOWN PEOPLES CHURCH

SERVICE/PROGRAM DESCRIPTION: School breakfast program.

Taxonomy Indexing:

Organization name: BACK ALLEY YOUTH CENTER

SERVICE/PROGRAM DESCRIPTION: Peer-directed substance-free events and activities for youth.

Taxonomy Indexing:

Organization name: TODDLERS STARTING PLACE

SERVICE/PROGRAM DESCRIPTION: Licensed child care center for children from 3 to 5 years.

Taxonomy Indexing:

Organization name: OURTOWN COUNSELING SERVICE

SERVICE/PROGRAM DESCRIPTION: Short-term comprehensive support services for at risk adolescents and their families. Counselors visit in the home and school.

Taxonomy Indexing:

Organization name: TURNING POINT

SERVICE/PROGRAM DESCRIPTION: Temporary emergency shelter for homeless and runaway youth.

Taxonomy Indexing:

Organization name: ELM STREET COMMUNITY CENTER

SERVICE/PROGRAM DESCRIPTION: Program to increase awareness of issues relating to dating violence amongst young people.

Taxonomy Indexing:

Organization name: SLEEP MOUNTAIN TEEN DROP IN CENTER

SERVICE/PROGRAM DESCRIPTION: Drop in center for youth.

Taxonomy Indexing:

Organization name: CHILLVILLE CCRR SERVICES SERVICE/PROGRAM

DESCRIPTION: Recruitment of child care providers.

Taxonomy Indexing:

Organization name: SINGING COUNTY YOUTH COUNCIL

SERVICE/PROGRAM DESCRIPTION: Provides platform for ideas and input from youth into community issues and service provision.

Taxonomy Indexing:

Organization name: MY COUNTY CENTRAL SCHOOL DISTRICT SERVICE/PROGRAM

DESCRIPTION: Local school district.

Taxonomy Indexing:

Organization name: DOMINICAN COLLEGE

SERVICE/PROGRAM DESCRIPTION: Postsecondary educational institution. Independent liberal arts college.

Taxonomy Indexing:

Organization name: REDVALE COMMUNITY COLLEGE

SERVICE/PROGRAM DESCRIPTION: Postsecondary educational institution. Community College.

Taxonomy Indexing:

Organization name: LITERACY VOLUNTEERS OF AMERICA

SERVICE/PROGRAM DESCRIPTION: Tutoring services throughout County for adults who want to learn to read, write.

Taxonomy Indexing:

Organization name: LITERACY VOLUNTEERS OF AMERICA

SERVICE/PROGRAM DESCRIPTION: Volunteer recruitment and training for individuals who are interested in teaching adults how to read and write.

Taxonomy Indexing:

Organization name: SAINT PAUL'S EPISCOPAL CHURCH

SERVICE/PROGRAM DESCRIPTION: Provides a safe place for day laborers in Spanish-speaking communities to wait to be picked up for daily jobs. Light breakfast available.

Taxonomy Indexing:

Organization name: DAISY LAKE EMPLOYMENT CENTER

SERVICE/PROGRAM DESCRIPTION: Comprehensive employment resource center. Employment and career information. Job search services. Resume writing workshops. Access to computers and Internet.

Taxonomy Indexing:

Organization name: CLARKSVILLE EMPLOYMENT SERVICES

SERVICE/PROGRAM DESCRIPTION: Voluntary employment program for financially eligible mothers with young children. Six month program includes skills training, job readiness, child care and parenting education.

Taxonomy Indexing:

Organization name: GREENTON YOUTH EMPLOYMENT

SERVICE/PROGRAM DESCRIPTION: Employment center that helps young people find full and part-time employment.

Taxonomy Indexing:

Organization name: GETTING JOBS: GETTING ON

SERVICE/PROGRAM DESCRIPTION: Clothing and support to women seeking to enter the workforce who lack the appropriate clothing for interviews and starting work.

Taxonomy Indexing:

Organization name: MYSTATE WORKERS' COMPENSATION BOARD

SERVICE/PROGRAM DESCRIPTION: Compensation insurance for workers injured on the job. Financial payments and medical treatment costs, including rehabilitation, for eligible employees who become permanently or temporarily disabled as a result of a disease or injury connected with their employment. Also provides payments for qualified dependents of a worker who dies from a work-related injury or illness. System administered through employer payments.

Taxonomy Indexing:

Organization name: BIG BROTHERS BIG SISTERS OF BIG COUNTY

SERVICE/PROGRAM DESCRIPTION: Volunteer opportunities for adults who want to be big brothers or big sisters to at risk children and youth from single parent homes. Long term mentoring preferred. Training and support provided.

Taxonomy Indexing:

Organization name: STARTOWN SELFHELP CLEARING HOUSE

SERVICE/PROGRAM DESCRIPTION: Information on community self help groups including volunteer operated groups dealing with issues such as addictions, bereavement, children, families, mental health, parenting, sexuality and women's issues.

Taxonomy Indexing:

Organization name: OUR CLUB SENIOR CENTER

SERVICE/PROGRAM DESCRIPTION: Program that brings together older adults and preschool children for activities that enrich companionship and increase understanding between generations.

Taxonomy Indexing:

Organization name: GRILLBOROUGH SUNSHINE HOME

SERVICE/PROGRAM DESCRIPTION: Weekend respite care for families of persons with developmental disabilities.

Taxonomy Indexing:

Organization name: GREEN COUNTY CHILDREN'S SERVICES

SERVICE/PROGRAM DESCRIPTION: Recruitment, support and monitoring of foster parents.

Taxonomy Indexing:

Organization name: PURPLE VALLEY ADULT PROTECTIVE SERVICES

SERVICE/PROGRAM DESCRIPTION: Crisis intervention for vulnerable adults in need of immediate protection. Investigations of requests for help. Home visits to identify needs and arrange for appropriate services.

Taxonomy Indexing:

Organization name: GOTHAM CITY CHILD PROTECTION SERVICES

SERVICE/PROGRAM DESCRIPTION: Investigates reports of child abuse and neglect.

Taxonomy Indexing:

Organization name: NEWPORT COMMUNITY SERVICES

SERVICE/PROGRAM DESCRIPTION: Provides clothing for children and adults at no cost.

Taxonomy Indexing:

Organization name: HELPING HANDS INC.

SERVICE/PROGRAM DESCRIPTION: Short-term shelter for families in emergency circumstances and with no alternative options.

Taxonomy Indexing:

Organization name: GRASSY PLAINS PFLAG

SERVICE/PROGRAM DESCRIPTION: Support group for parents and friends of lesbian, gay, bisexual and transgendered individuals.

Taxonomy Indexing:

Organization name: ACORN FAMILY COUNSELING AGENCY

SERVICE/PROGRAM DESCRIPTION: Individual and group counseling for parents who are separating or who are already separated or divorced with an emphasis on the well-being of the children.

Taxonomy Indexing:

Organization name: MELON GROVE FAMILY SERVICES

SERVICE/PROGRAM DESCRIPTION: Counseling for court-ordered men who have been charged with domestic violence.

Taxonomy Indexing:

Organization name: THAT COUNTY CHILDRENS SERVICES DIVISION

SERVICE/PROGRAM DESCRIPTION: Government agency responsible for enforcing child support payments when required.

Taxonomy Indexing:

Organization name: ELLEN'S SAFE HAVEN

SERVICE/PROGRAM DESCRIPTION: Emergency shelter for assaulted women and their children.

Taxonomy Indexing:

Organization name: GREEN COUNTY CHILDREN'S SERVICES

SERVICE/PROGRAM DESCRIPTION: Recruitment of families and individuals who are interesting in adopting children in care.

Taxonomy Indexing:

Organization name: OURTOWN HOSPICE

SERVICE/PROGRAM DESCRIPTION: Provides supportive counseling to individuals and families that have experienced a recent bereavement.

Taxonomy Indexing:

Organization name: ORANGE GROVE FAMILY SERVICES

SERVICE/PROGRAM DESCRIPTION: Supportive groups for parents needing additional guidance and assurance. Separate classes for mothers and fathers.

Taxonomy Indexing:

Organization name: GRANDPARENTS RAISING CHILDREN

SERVICE/PROGRAM DESCRIPTION: Parenting program for grandparents who are raising children.

Taxonomy Indexing:

Organization name: OURTOWN HOSPICE

SERVICE/PROGRAM DESCRIPTION: Counseling program for children who have lost a family member and are having difficulty coping with the experience.

Taxonomy Indexing:

Organization name: GREEN COUNTY CHILDREN'S SERVICES

SERVICE/PROGRAM DESCRIPTION: Arranges adoptions for children requiring placement.

Taxonomy Indexing:

Organization name: GREEN COUNTY CHILDREN'S SERVICES

SERVICE/PROGRAM DESCRIPTION: Arranges foster care for children requiring placement.

Taxonomy Indexing:

Organization name: SALVATION ARMY

SERVICE/PROGRAM DESCRIPTION: Administers, accepts and processes applications for the Neighbor Fund that provides emergency utility assistance. Applicants must have an account with local utility service and must have exhausted all available government sources for financial assistance

Taxonomy Indexing:

Organization name: FREETOWN PUBLIC HEALTH DEPARTMENT

SERVICE/PROGRAM DESCRIPTION: Program that provides free nutrition program for eligible women who are pregnant or nursing, or with children up to 6 years.

Taxonomy Indexing:

Organization name: OUR COUNTY VETERANS SERVICES

SERVICE/PROGRAM DESCRIPTION: Assistance and advocacy with obtaining benefits for funerals and burials for veterans and their families.

Taxonomy Indexing:

Organization name: GREY COUNTY OFFICE FOR THE AGING

SERVICE/PROGRAM DESCRIPTION: Subsidies on heating bills for income eligible older adults.

Taxonomy Indexing:

Organization name: BLUE RIVER BAPTIST CHURCH

SERVICE/PROGRAM DESCRIPTION: Program that provides a supply of emergency food for individuals and families.

Taxonomy Indexing:

Organization name: SAINT PETER'S COMMUNITY CHURCH

SERVICE/PROGRAM DESCRIPTION: Program that provides meals to individuals and families who are having difficulty obtaining food. The meals are served and eaten on the premises.

Taxonomy Indexing:

Organization name: NEWPORT COMMUNITY SERVICES

SERVICE/PROGRAM DESCRIPTION: Easter, Thanksgiving and Christmas holiday baskets

Taxonomy Indexing:

Organization name: AIDS-RELATED COMMUNITY SERVICES

SERVICE/PROGRAM DESCRIPTION: Provides supplies of nutritious food for persons living with AIDS/HIV.

Taxonomy Indexing:

Organization name: MAGNOLIA COUNTY – DEPARTMENT OF SOCIAL SERVICES

SERVICE/PROGRAM DESCRIPTION: Food stamps for low income households following eligibility assessment.

Taxonomy Indexing:

Organization name: OUR CLUB SENIOR CENTER

SERVICE/PROGRAM DESCRIPTION: Lunch program (including special diets, including low- fat and low-sodium) for older adults.

Taxonomy Indexing:

Organization name: OUR CLUB SENIOR CENTER

SERVICE/PROGRAM DESCRIPTION: Meals on wheels program for persons who are homebound because of illness, disability or advanced age

Taxonomy Indexing:

Organization name: LITTLETON VILLAGE

SERVICE/PROGRAM DESCRIPTION: Administrative offices of local municipality.

Taxonomy Indexing:

Organization name: BROOM STREET COMMUNITY CENTER

SERVICE/PROGRAM DESCRIPTION: Social and recreational activities for local residents.

Taxonomy Indexing:

Organization name: CROCUS COUNTY. OFFICE OF THE COUNTY CLERK

SERVICE/PROGRAM DESCRIPTION: Maintenance of land title records for the County and the provision of record title requests.

Taxonomy Indexing:

Organization name: LIONS CLUB OF GARDEN CITY

SERVICE/PROGRAM DESCRIPTION: Volunteer group of local community members engaged in raising money for charitable endeavors.

Taxonomy Indexing:

Organization name: AMERICAN RED CROSS STEEL CITY CHAPTER

SERVICE/PROGRAM DESCRIPTION: "Preparing for the Unexpected" and "Be Prepared" training and resource materials to help families prepare for emergencies.

Taxonomy Indexing:

Organization name: TROLL ACRES LIBRARY SYSTEM

SERVICE/PROGRAM DESCRIPTION: Local public library.

Taxonomy Indexing:

Organization name: BROWN CITY BUSINESS ASSOCIATION

SERVICE/PROGRAM DESCRIPTION: Association of local businesses providing support, representation and the promotion of local businesses.

Taxonomy Indexing:

Organization name: CHERRY GORGE PARENTING CENTER

SERVICE/PROGRAM DESCRIPTION: Toy library and other parenting resources available for free loan.

Taxonomy Indexing:

Organization name: DISABILITY SUPPORT SERVICES FOR FOREST VALLEY

SERVICE/PROGRAM DESCRIPTION: American Sign Language interpreter referral service.

Taxonomy Indexing:

Organization name: GREENAPOLIS BOARD OF ELECTIONS

SERVICE/PROGRAM DESCRIPTION: Board of Elections for Our County. Voter registration.

Taxonomy Indexing:

Organization name: BLUE CITY INFORMATION LINE

SERVICE/PROGRAM DESCRIPTION: Information on services provided by Blue City and connections to City staff.

Taxonomy Indexing:

Organization name: OAK COUNTY AMERICORPS PROGRAM

SERVICE/PROGRAM DESCRIPTION: Supports young volunteers in programs geared towards environmental quality and awareness. Living stipend is provided and a monetary educational reward is given upon completion of service hours.

Taxonomy Indexing:

Organization name: HARPER VALLEY ECONOMIC DEVELOPMENT CORPORATION

SERVICE/PROGRAM DESCRIPTION: Economic development initiatives aimed at retaining existing businesses and attracting new enterprises to the Harper Valley region.

Taxonomy Indexing:

Organization name: MELON GROVE FAMILY SERVICES

SERVICE/PROGRAM DESCRIPTION: Employee Assistance Programs (EAPs) available for small businesses requiring confidential support for their employees in order to reduce impact of personal difficulties on workplace performance.

Taxonomy Indexing:

Organization name: SALVATION ARMY

SERVICE/PROGRAM DESCRIPTION: Assistance in tracing missing family members.

Taxonomy Indexing:

Organization name: UNITED WAY OF THISHERE COUNTY

SERVICE/PROGRAM DESCRIPTION: Main fundraising umbrella for community and nonprofit agencies in Thishere County. Does not provide direct services to individuals.

Taxonomy Indexing:

Organization name: VOLUNTEER ACTION CENTER

SERVICE/PROGRAM DESCRIPTION: Recruits and refers volunteers. Serves as a volunteer clearinghouse for County.

Taxonomy Indexing:

Organization name: MELON GROVE FAMILY SERVICES

SERVICE/PROGRAM DESCRIPTION: Professionally-trained lay counselors provide counseling for individuals, couples and families dealing with a variety of issues such as family conflicts and life crises.

Taxonomy Indexing:

Organization name: CROCUS COUNTY. OFFICE OF THE COUNTY CLERK

SERVICE/PROGRAM DESCRIPTION: Provides marriage licenses in accordance with County regulations.

Taxonomy Indexing:

Organization name: MAGENTA COUNTY TOURISM OFFICE

SERVICE/PROGRAM DESCRIPTION: Information on activities, events and attractions in County.

Taxonomy Indexing:

Organization name: ROCKY LAKE ANIMAL CARE CENTER

SERVICE/PROGRAM DESCRIPTION: Temporary care and shelter for lost, abandoned and unwanted companion animals.

Taxonomy Indexing:

Organization name: ROCKY LAKE ANIMAL CARE CENTER

SERVICE/PROGRAM DESCRIPTION: Domestic animal adoption for pets that have been lost or abandoned.

Taxonomy Indexing:

Organization name: AIDS-RELATED COMMUNITY SERVICES

SERVICE/PROGRAM DESCRIPTION: Support groups for caregivers of persons living with AIDS/HIV.

Taxonomy Indexing:

Organization name: TOM COUNTY VETERANS SERVICES

SERVICE/PROGRAM DESCRIPTION: Veterans clinic.

Taxonomy Indexing:

Organization name: CREATIVEVILLE CENTER FOR COMMUNITY LIVING

SERVICE/PROGRAM DESCRIPTION: Provides training to develop the basic skills that an individual needs to live independently.

Taxonomy Indexing:

Organization name: FREETOWN PUBLIC HEALTH DEPARTMENT

SERVICE/PROGRAM DESCRIPTION: Free, anonymous and confidential STD testing at walk-in clinic.

Taxonomy Indexing:

Organization name: FREETOWN PUBLIC HEALTH DEPARTMENT SERVICE/PROGRAM

DESCRIPTION: Postnatal nutrition counseling.

Taxonomy Indexing:

Organization name: OURTOWN HOSPICE

SERVICE/PROGRAM DESCRIPTION: Palliative care to persons with terminal illness.

Taxonomy Indexing:

Organization name: LILAC COUNTY POLICE DEPARTMENT SERVICE/PROGRAM

DESCRIPTION: Public education on safe cycling practices.

Taxonomy Indexing:

Organization name: LILAC COUNTY POLICE DEPARTMENT

SERVICE/PROGRAM DESCRIPTION: Information on safety concerns for child passengers, including legal requirements such as booster seats and correct seat belt usage.

Taxonomy Indexing:

Organization name: AMERICAN RED CROSS STEEL CITY CHAPTER

SERVICE/PROGRAM DESCRIPTION: Health and safety training, including Basic First Aid.

Taxonomy Indexing:

Organization name: AMERICAN RED CROSS STEEL CITY CHAPTER

SERVICE/PROGRAM DESCRIPTION: Swimming and boat safety programs for children and adults.

Taxonomy Indexing:

Organization name: OURTOWN HOSPICE

SERVICE/PROGRAM DESCRIPTION: Counseling for families with a relative who has a terminal illness.

Taxonomy Indexing:

Organization name: FREETOWN PUBLIC HEALTH DEPARTMENT

SERVICE/PROGRAM DESCRIPTION: Women's health clinic providing public health services for women.

Taxonomy Indexing:

Organization name: AMERICAN CANCER SOCIETY – OUR COUNTY REGION

SERVICE/PROGRAM DESCRIPTION: Free cancer examination (includes mammography and pelvic exam) for uninsured women who are 40 years and up.

Taxonomy Indexing:

Organization name: CITY SERVICES FOR PEOPLE WITH DISABILITIES

SERVICE/PROGRAM DESCRIPTION: Information and assistance on requirements for legal compliance with Americans with Disabilities Act (ADA).

Taxonomy Indexing:

Organization name: CITY SERVICES FOR PEOPLE WITH DISABILITIES

SERVICE/PROGRAM DESCRIPTION: Handles application and renewal process for designated parking permits for persons with disabilities.

Taxonomy Indexing:

Organization name: AMERICAN CANCER SOCIETY – OUR COUNTY REGION

SERVICE/PROGRAM DESCRIPTION: Free transportation to cancer treatment for ambulatory patients.

Taxonomy Indexing:

Organization name: FREETOWN PUBLIC HEALTH DEPARTMENT

SERVICE/PROGRAM DESCRIPTION: Child immunization program.

Taxonomy Indexing:

Organization name: AMERICAN CANCER SOCIETY – OUR COUNTY REGION

SERVICE/PROGRAM DESCRIPTION: Provides wigs, cosmetic supplies and positive advice on their body image to women who are undergoing chemotherapy and/or radiation treatments.

Taxonomy Indexing:

Organization name: FREETOWN PUBLIC HEALTH DEPARTMENT SERVICE/PROGRAM

DESCRIPTION: Prenatal nutrition counseling.

Taxonomy Indexing:

Organization name: UNIVERSAL COMPLETE HEALTH CARE INC SERVICE/PROGRAM

DESCRIPTION: Licensed home health care services.

Taxonomy Indexing:

Organization name: FREETOWN PUBLIC HEALTH DEPARTMENT SERVICE/PROGRAM

DESCRIPTION: Free and confidential pregnancy tests.

Taxonomy Indexing:

Organization name: PLANNED PARENTHOOD

SERVICE/PROGRAM DESCRIPTION: Medical clinic specializing in reproductive health and family planning

Taxonomy Indexing:

Organization name: PLANNED PARENTHOOD

SERVICE/PROGRAM DESCRIPTION: Toll-free recorded information on family planning, sexuality and reproductive health.

Taxonomy Indexing:

Organization name: AMERICAN CANCER SOCIETY – OUR COUNTY REGION

SERVICE/PROGRAM DESCRIPTION: Support group for persons who have received Colostomy surgery.

Taxonomy Indexing:

Organization name: GREEN VALLEY PUBLIC HEALTH DEPARTMENT

SERVICE/PROGRAM DESCRIPTION: Program to help pregnant women and mothers to stop smoking.

Taxonomy Indexing:

Organization name: GABLE MANOR CENTER FOR CARE

SERVICE/PROGRAM DESCRIPTION: State licensed 180-unit nursing home for older adults 60 years and up or persons with disabilities who require assistance with daily living and access to nursing support due to physical or cognitive decline.

Taxonomy Indexing:

Organization name: VOLUNTEER ACTION CENTER

SERVICE/PROGRAM DESCRIPTION: Minor home repairs undertaken for people who lack the money and/or the physical ability to fix maintenance problems in their own homes.

Taxonomy Indexing:

Organization name: SALVATION ARMY

SERVICE/PROGRAM DESCRIPTION: Supportive housing for adults with serious mental illnesses.

Taxonomy Indexing:

Organization name: NEWCHESTER HOUSING ACTION COALITION

SERVICE/PROGRAM DESCRIPTION: Foreclosure prevention counseling to help families retain their homes.

Taxonomy Indexing:

Organization name: NEWCHESTER HOUSING ACTION COALITION

SERVICE/PROGRAM DESCRIPTION: Assistance in search for affordable housing

Taxonomy Indexing: Housing Search and Information

Organization name: HAPPY MEADOWS PLACE

SERVICE/PROGRAM DESCRIPTION: Licensed 52-unit supervised home for older adults who are memory impaired

Taxonomy Indexing:

Organization name: IRONVIEW COUNTY. DEPARTMENT OF PROBATION

SERVICE/PROGRAM DESCRIPTION: Juvenile offender accountability and rehabilitation. Preparation of sentencing reports.

Taxonomy Indexing:

Organization name: PAPER COUNTY. OFFICE OF CONSUMER PROTECTION

SERVICE/PROGRAM DESCRIPTION: Receives and investigates complaints from consumers. Initiates investigations of fraud and/or unfair dealings.

Taxonomy Indexing:

Organization name: LEGAL AID SOCIETY OF CARING COUNTY

SERVICE/PROGRAM DESCRIPTION: Free legal and referral services for persons who meet income eligibility criteria. No representation available for criminal cases.

Taxonomy Indexing:

Organization name: YELLOW VALE SOCIAL SERVICES. SPECIAL INVESTIGATIONS UNIT

SERVICE/PROGRAM DESCRIPTION: Investigates complaints regarding welfare abuse. Audits cases. Recovers overpayments.

Taxonomy Indexing:

Organization name: PAPER COUNTY. OFFICE OF CONSUMER PROTECTION

SERVICE/PROGRAM DESCRIPTION: Public education on consumer frauds and scams.

Taxonomy Indexing:

Organization name: CERISE COUNTY. OFFICE OF THE PUBLIC DEFENDER

SERVICE/PROGRAM DESCRIPTION: Free legal representation for persons who have been charged with offenses.

Taxonomy Indexing:

Organization name: LILAC CITY POLICE DEPARTMENT

SERVICE/PROGRAM DESCRIPTION: Responsible for law enforcement, crime prevention and public safety within Lilac City.

Taxonomy Indexing:

Organization name: VERACITY COMMISSION ON HUMAN RIGHTS

SERVICE/PROGRAM DESCRIPTION: Investigation of unlawful discriminatory practices relating to housing, employment and public accommodation. Confidential complaints process for persons experiencing discrimination.

Taxonomy Indexing:

Organization name: LILAC COUNTY PRISON SERVICE/PROGRAM DESCRIPTION:

County correctional center.

Taxonomy Indexing:

Organization name: RAGLAN COUNTY DISTRICT ATTORNEY

SERVICE/PROGRAM DESCRIPTION: Assisting victims of crime and their families to obtain support, information, referrals and compensation, and linking victims with criminal justice system.

Taxonomy Indexing:

Organization name: EMERALD CITY WOMEN'S SERVICES

SERVICE/PROGRAM DESCRIPTION: Court assistance, accompaniment and advocacy for women who have experienced domestic violence or abuse. Program helps people understand and get through the legal system.

Taxonomy Indexing:

Organization name: TEFLON COUNTY LEGAL SERVICES

SERVICE/PROGRAM DESCRIPTION: Alternative to court system for resolving civil and minor criminal disputes such as neighborhood disputes, small claims and family conflicts. (Note that this is not appropriate for disputes associated with domestic violence).

Taxonomy Indexing:

Organization name: LILAC COUNTY POLICE DEPARTMENT

SERVICE/PROGRAM DESCRIPTION: Provides crime victims with information on custody status of inmate-offenders.

Taxonomy Indexing:

Organization name: RAGLAN COUNTY DISTRICT ATTORNEY

SERVICE/PROGRAM DESCRIPTION: Prosecution of all criminal cases in County Court and local justice courts.

Taxonomy Indexing:

Organization name: ORANGE GROVE FAMILY SERVICES

SERVICE/PROGRAM DESCRIPTION: Mediation between parents/guardians of children in special education classes and local school districts.

Taxonomy Indexing:

Organization name: COUNTY MENTAL HEALTH SERVICES

SERVICE/PROGRAM DESCRIPTION: Case management services for adults 18 years and over living in the community with who have a serious and persistent mental illness that serves as a functional disability that affects their daily living.

Taxonomy Indexing:

Organization name: OUR COUNTY VETERANS SERVICES

SERVICE/PROGRAM DESCRIPTION: Counseling hotline for veterans who are experiencing mental health problems.

Taxonomy Indexing:

Organization name: NATIONAL ALLIANCE FOR THE MENTALLY ILL. OUR LOCAL BRANCH

SERVICE/PROGRAM DESCRIPTION: Support group for families and caregivers of individuals with severe mental illness.

Taxonomy Indexing:

Organization name: WIRETON MENTAL HEALTH CENTER

SERVICE/PROGRAM DESCRIPTION: Confidential mental health evaluations to identify potential problems and appropriate treatments and/or referrals for individuals. Many County mental health programs can only be accessed following initial appointment at Assessment Center.

Taxonomy Indexing:

Organization name: GREENTOWN SUICIDE HOTLINE

SERVICE/PROGRAM DESCRIPTION: Telephone helpline for people who are feeling suicidal or experiencing a severe emotional crisis.

Taxonomy Indexing:

Organization name: GREY COUNTY. OFFICE FOR THE AGING

SERVICE/PROGRAM DESCRIPTION: Information and counseling on Medicare, Medicaid, health insurance and health benefits for older adults.

Taxonomy Indexing:

Organization name: RETIRED AND SENIOR VOLUNTEER PROGRAM

SERVICE/PROGRAM DESCRIPTION: Volunteer opportunities for older adults 55 years and up in nonprofit agencies. Supplemental insurance coverage and out-of pocket reimbursements available.

Taxonomy Indexing:

Organization name: GREY COUNTY. OFFICE FOR THE AGING

SERVICE/PROGRAM DESCRIPTION: Ombudsman program provides advocacy for residents of

nursing homes, adult homes and assisted living facilities.

Taxonomy Indexing:

Organization name: OUR CLUB SENIOR CENTER

SERVICE/PROGRAM DESCRIPTION: Instruction for older adults on using computers and communication technologies such as email and the Internet.

Taxonomy Indexing:

Organization name: OUR CLUB SENIOR CENTER

SERVICE/PROGRAM DESCRIPTION: Social and recreational programs for older adults.

Taxonomy Indexing:

Organization name: GREY COUNTY. OFFICE FOR THE AGING

SERVICE/PROGRAM DESCRIPTION: Information about possible assistance for and home weatherization.

Taxonomy Indexing:

Organization name: GREY COUNTY. OFFICE FOR THE AGING

SERVICE/PROGRAM DESCRIPTION: Primary contact for information, referral and assistance for older adults in Grey County.

Taxonomy Indexing:

Organization name: THIS STATE. DEPARTMENT OF MOTOR VEHICLES

SERVICE/PROGRAM DESCRIPTION: Applications and renewals of driver licenses

Taxonomy Indexing:

Organization name: THIS STATE. DEPARTMENT OF MOTOR VEHICLES

SERVICE/PROGRAM DESCRIPTION: Vehicle registrations.

Taxonomy Indexing:

Organization name: CORNFLOWER VALE TRANSIT SYSTEM

SERVICE/PROGRAM DESCRIPTION: Curbside to curbside paratransit bus service for County residents who find it difficult to use fixed route bus services. Shared-ride system. Passengers may or may not go directly to their destination as there could be several pick-ups and drop-offs along the way. At least two business days required to request ride.

Taxonomy Indexing:

Organization name: INTERFAITH VOLUNTEER CAREGIVERS

SERVICE/PROGRAM DESCRIPTION: Transportation for medical appointments for homebound older adults 60 years and up

Taxonomy Indexing: